



ASTRALITE INC

Account Number: 954 321-8005 050 180

Bill Period Date: Jan 14, 1997

15879
Page

For Int'l Telemedia Associates Inc. Billing Questions, Call 1 800 866-8889

Detailed Statement of ChargesMiscellaneous Charges and Credits

954 321-9439

Service Provider - **DIRECT AMER. MARK.**

Date

| | Amount |
|---|--------|
| 1. 01/06 MEMBER FEE | 9.95 |
| Total Miscellaneous Charges and Credits | 9.95 |

The above total does not include the following taxes:

| | |
|--|--------|
| Federal Tax | \$0.31 |
| State/Local Tax | \$0.02 |
| Florida Gross Receipts Surcharge | \$0.24 |

TaxesTaxes on Unregulated Services

| | Amount |
|---|--------|
| 2. Federal Tax | .31 |
| 3. State Tax | .72 |
| 4. Florida Gross Receipts Surcharge | .24 |
| Total Taxes on Unregulated Services | 1.27 |
| Total Taxes | 1.27 |

Total Int'l Telemedia Associates Inc. Current Charges: 11.22

Supervisor - no way she's busy

PIC restriction - 444 is Frontier

10444 into -

Miss Parker

FCC - 1-888-222-
5322

A86

** Unregulated Charge

This portion of your bill is provided as a service to Int'l Telemedia Associates Inc.

There is no connection between BellSouth and Int'l Telemedia Associates Inc.

BRENDA L. WALLACE
209 E. Harrison Street, Tarpon Springs, Florida 34689

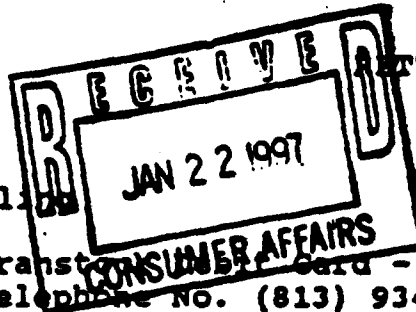
January 14, 1997

Integretel, Inc.
6375 Spalding Drive
Suite J
Norcross, Georgia 30092

VIA CERTIFIED MAIL
RETURN RECEIPT REQUESTED
#P 914-545-814

Attn: Supervisor of Billing

Re: Billing for Branstock Card -
Residential Telephone No. (813) 934-7865



Dear Sir/Madam:

In reviewing my December 1996 telephone, I noticed that a charge in the amount of \$45.00, plus taxes \$4.50, totalling \$49.50. On January 2, 1997, I spoke with Mr. Marce Madina in regard to having this charge recredited to my account and that there be no future charges from Integretel, on behalf of Branstock. I did not give permission to nor authorized this transaction to take place. Therefore, I expect full and complete cooperation with your company to immediately refund to my account with GTE, full and complete refund of this charge. Attached you will find a copy of that portion of my GTE telephone bill. The only authorized long distance carrier for my telephone is AT&T.

I telephoned and was informed by GTE that they had no control over these charges and that I would need to clear these charges through the carrier. I am following up by written communication to assure that the proper authorities would be informed. I was told Mr. Madina of Integretel, that an investigation would take place before credit would be considered and that results of that investigation would be issued within 7 to 10 working days. I have contacted GTE, my local telephone company regarding this charge, herewith, notifying them that I have no intention of paying this charge, and by copy of this letter to GTE, I give authorization to them for placement of a block on my telephone bill disallowing future obsessive occurrences to companies such as yourselves to appear on my telephone bill.

Thank you for your prompt attention to this matter. Please note that any future charges by your company is unauthorized and will not be paid.

Sincerely,

Brenda L. Wallace

cc: Federal Communications Commission
Public Service Communications
GTE Telephone Operations

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TELEPHONE NUMBER 813 934-7865

Customer ID 940519

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BILL DATE

December 13, 1996

For billing
inquiry call
1 800 736-7500

LONG DISTANCE CALLS

Billing for Integretel



Integretel, Inc. Non-Regulated Service

Billing for Branstock Debit Card -

Non-Regulated Calls

6375 Spaulding Dr.
Ste. J.
Norcross, GA 30092

Miscellaneous Charges and Credits

| Date | Description | Amount |
|--------|--------------|----------|
| Nov 11 | Travel Debit | \$ 45.00 |
| Total | | \$ 45.00 |

Taxes and Fees on Integretel, Inc. Non-Regulated Services

| | Amount |
|---|---------|
| 1 Federal excise tax (3.00% of \$45.00) | \$ 1.35 |
| 2 City utility tax (7.00% of \$45.00) | 3.15 |
| Total | \$ 4.50 |

Integretel, Inc. non-regulated service charges \$ 49.50

Total long distance/Integretel, Inc. \$ 49.50

1/2/97 Natasia Medina
+ 7/10 waiting days

T = 7

13 3311 8139347865 940519 03 00 FL310711BRDA1

00001713 3P0000045043

A88

STATE OF FLORIDA

Commissioners:
JULIA L. JOHNSON, CHAIRMAN
SUSAN F. CLARK
J. TERRY DEASON
JOE GARCIA
DIANE K. KIESLING



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

April 15, 1997

Mr. Scott Yacino
Pilgrim Telephone
PDQ Phone, INC.
1770 Massachusetts Avenue, Suite 300
Cambridge, Massachusetts 02140

Re: Robert Coe (904) 797-7796

Dear Mr. Yacino:

Attached is a copy of Mr. Coe's telephone bill reflecting charges last November for Pilgrim Telephone, Inc. Mr. Coe disputes these charges.

Our investigation has determined that the calls in question did not originate to 900 745-3453 as indicated by Pilgrim's bill. In support of this finding, attached is documentation from BellSouth that Mr. Coe's telephone service had 900 number blocking working at the time. In addition, a letter from MCI, the transport provider for 900 745-3453, documents that the calls described on Pilgrim's bill did not transit MCI's network. Under the circumstances, it would appear that Mr. Coe's account should be credited in full.

Please respond by May 15, 1997, and let me know what disposition will be made of the charges. Meanwhile, feel free to contact me if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Alan Taylor".

J. Alan Taylor, Chief
Bureau of Service Evaluation

Enclosures (3)

cc: Mr. Robert Coe
P. O. Box 3983
St. Augustine, Florida 32085-3983

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Mr. Scott Yacino

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April 15, 1997

BellSouth

Kate Smith

, Paula Isler

tms2684p

A90

MAY 17TH 1995 (BLOCK)

ROBERT COL
Account Number: 904 797-7796 360 0560
Bill Period Date: Dec 4, 1996

For Pilgrim Telephone, Inc. Billing Questions, Call 1 800 382-5500

Detailed Statement of Charges

Itemized Calls *1/27/96 SPEKT: MARIA* *34 Per Call!* **Amount**
Pay Per Call 900 Nonregulated Charges

The following charge(s) is for information or services received through a 900 number. Call 1 800 382-5500 with questions or billing error claims about your 900 Service charges. Oral notification is sufficient to begin a review of these charges. Payment of disputed 900 Service charges is not required while these charges are under review. Nonpayment of 900 Service charges will not result in disconnection of your local or long distance telephone service, but access to 900 numbers may be blocked for nonpayment of legitimate charges. Collection of unpaid 900 Service charges may be pursued by the Interexchange Carrier or Information Provider through an independent collection action. YOU may obtain Free blocking of 900 Service by calling BellSouth.

| Date | Service Type | Number Called | Rate | Time | Min | |
|---|--------------|---------------|------|---------|-----|--------|
| 1. 11/17 | DATLINE | 900 745-3453 | AE | 06:42PM | 9 | 26.91 |
| 2. 11/18 | DATLINE | 900 745-3453 | AD | 10:03AM | 5 | 14.95 |
| 3. 11/18 | DATLINE | 900 745-3453 | AD | 10:10AM | 62 | 124.00 |
| 4. 11/19 | DATLINE | 900 745-3453 | AD | 11:51AM | 41 | 122.59 |
| 5. 11/19 | DATLINE | 900 745-3453 | AD | 12:34PM | 41 | 122.59 |
| 6. 11/19 | DATLINE | 900 745-3453 | AD | 01:15PM | 41 | 122.59 |
| 7. 11/19 | DATLINE | 900 745-3453 | AD | 01:56PM | 38 | 113.62 |
| Total Pay Per Call 900 Nonregulated Charges | | | | | | 647.25 |
| Total Itemized Calls | | | | | | 647.25 |

| Taxes | Amount |
|---|---------------|
| Taxes on Unregulated Services | |
| 8. Federal Tax | 19.42 |
| Total Taxes on Unregulated Services | 19.42 |
| Total Taxes | 19.42 |

TOTAL: \$666.67

* Taxes and Rates Applied - See Back of First Page
 ** Unregulated Charge

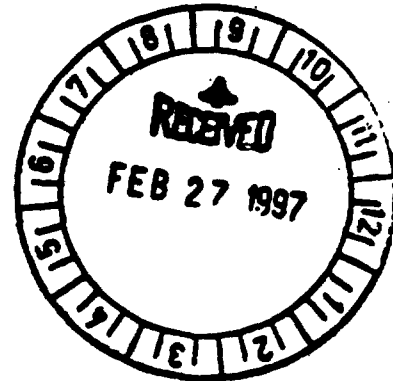
AT E065683 (continued)

BellSouth Telecommunications, Inc. Fax 904 222-8640
Suite 400 904 222-1201
190 South Monroe Street
Tallahassee, Florida 32301

Nancy H. Sims
Director - Regulatory Relations

February 26, 1997

Mr. J. Alan Taylor, Chief
Bureau of Service Evaluation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Gerald L. Gunter Building, Room 270
Tallahassee, Florida 32399-0850



Dear Mr. Taylor:

RE: Complaint of Robert Coe

In response to your letter of February 10, 1997, below are the answers to your questions.

1. With respect to the charges on behalf of Pilgrim Telephone to (900)745-3453 dated November 17, 18, and 19, was a 900 block in place and properly functioning on Mr. Coe's number? If a 900 block was in place, please explain any failure of BellSouth's blocking service during the time in question.

Yes, a block was in place and properly functioning on Mr. Coe's number. There was no failure of BellSouth's blocking service during the time in question.

2. If a 900 block was in place and properly functioning, can BellSouth suggest any way anyone could have completed a call dialed (900)745-3453 from (904)797-7796.

The calls could have been placed by using a 1-800 access telephone number.

3. Does BellSouth's billing system include the capability to block bills for 900 services where subscribers affirmatively block calls to 900 services?

BellSouth's billing does not include the capability to block bills for 900 services where subscribers block 900 calls.

February 26, 1997

Mr. J Alan Taylor

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4. If 900 blocking was in place, it would appear that the charges at issue have been masked, perhaps actually originating, if at all, as calls to an 800 number. Please explain why BellSouth will not remove such unauthorized calls from Mr. Coe's bill.

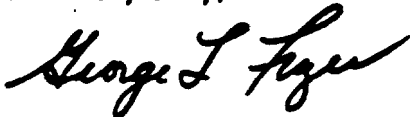
BellSouth did recourse the disputed charges to the carrier.

5. If BellSouth is aware of any information concerning this matter that documents that these charges are valid, instead of a complete fraud against Mr. Coe on behalf of the information provider, please provide details. Please also indicate whether BellSouth has initiated any action at any time to address masked or fraudulent bills on behalf of Pilgrim; and if so, describe the outcome and whether additional review is warranted.

BellSouth is in the process of gathering additional information to determine whether a contract violation has occurred with this carrier. Once this information has been obtained, BellSouth will address the matter with Pilgrim.

If you need additional information, please advise.

Yours very truly,



for Director - Regulatory Relations

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**MCI Telecommunications
Corporation**

**Law & Public Policy
780 Johnson Ferry Road
Suite 700
Atlanta, GA 30342
404 843 6383
FAX 404 250 5992**

April 1, 1997

**J. Alan Taylor
Chief
Bureau of Service Evaluation
Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850**

Re: letter dated February 10, 1997 pertaining to the complaint filed by Robert Coe 904-797-7796.

Dear Mr. Taylor,

This letter is in response to your above referenced letters inquiring about the 900 charges billed to 904-797-7796 belonging to Mr. Coe. The number in question is 900-745-3453.

Commission Question:

BellSouth indicates a 900 block was in place for this subscriber during November. Therefore, since one could conclude that the billing on behalf of Pilgrim is masked and/or fraudulent, please advise whether MCI has any record of this call in its ticketing records or billing records for services provided to Pilgrim. If MCI has a record of the call (date & time reflected on bill), please advise whether the call originated as an 800, 900 or some other type access call.

MCI Response:

We researched our billing records for 900-745-3453 and found no call records that would indicate the calls on November 11, 18 and 19 were originated and transmitted over the MCI network. As part of our investigation we asked a member of the MCI account team that is responsible for the Pilgrim Telephone account to contact our customer to discuss the calls in question. MCI's representative spoke with Scott Yacino of Pilgrim Telephone. Mr. Yacino informed us that Pilgrim Telephone provides a multitude of access methods other than 900 origination that allows customers to reach their 900 platform. Mr. Yacino indicated that extensive research would have to be completed on the calls billed to Mr. Coe in order to determine what method was used to access the 900 platform for the Dateline service. MCI feels that Pilgrim Telephone is in the best position to answer the Commission's questions regarding the calls billed to Mr. Coe's account. Scott Yacino can be reached at 617-225-7000 mailing address is the same set forth below.

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J. Alan Taylor
April 1, 1997
Page 2 of 2

Commission Question:

Please identify MCI's customer, including contact name and mailing address, and indicate what services are/were provided (ticketing/transmission/other) in connection with MCI's processing of calls to 900-745-3453.

MCI Response:

MCI sent the call detail information for 900-745-3453 to the responsible sponsor on record:

PDQ Phone INC.

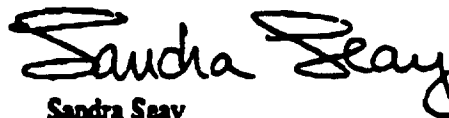
1770 Massachusetts Ave. Suite 300

Cambridge MA 02140 Customer Service Number 617-577-8900

MCI does not bill and collect for the above mentioned 900 number since it is an Adult Entertainment service. The sponsor of record uses a third party to bill and collect and in such cases MCI only provides network transport. The 900 exchange involved is assigned exclusively to MCI and when calls originate using the 900 number, the calls are transported over MCI's network.

Thank you for your patience during this investigation. I apologize that we were unable to provide you with more detail on the calls in question. Please do not hesitate to contact me with any questions or concerns regarding this matter. I can be reached at 800-525-5406.

Very truly yours,



Sandra Seay
Regional Support Manager

cc: Mr. Richard D. Melson

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